

POLICIES AND PROCEDURES

CHATEAU LOUIS HOTEL & CONFERENCE CENTRE IS COMPLETELY NON-SMOKING. CITY OF EDMONTON BYLAW 14614, NO SMOKING WITHIN 10 METERS OF ENTRANCES, EXITS AND OPERABLE WINDOWS.

CANCELLATION POLICY: CANCELLATIONS OF WEDDINGS, CONFERENCES OR CHRISTMAS PARTIES ARE REQUIRED IN WRITTEN FORM NINETY (90) DAYS PRIOR TO FUNCTION DATE. ALL OTHER CANCELLATIONS OF EVENTS MUST BE RECEIVED IN WRITTEN FORM THIRTY (30) DAYS PRIOR TO THE SCHEDULED FUNCTION DATE BOOKED, UNLESS PRIOR WRITTEN ARRANGEMENTS HAVE BEEN MADE WITH CONFERENCE CENTRE MANAGERS. IF RECEIVED LESS THAN THE TIME INDICATED, THE CLIENT IS SUBJECT TO A PENALTY CHARGE OF 75% OF THE TOTAL INVOICE VALUE. ANY CANCELLATIONS MADE ONE (1) WEEK PRIOR; THE FULL 100% CANCELLATION PENALTY OF THE INVOICE TOTAL WILL BE CHARGED.

DEPOSIT: DEPOSITS ARE DUE FOR ALL GROUPS AT A TIME OF BOOKING THE EVENT TO SECURE THE DATE AND CONFERENCE ROOM. ALL DEPOSITS ARE NON-TRANSFERABLE AND NON-REFUNDABLE. AN ADDITIONAL NINETY (90) PERCENT DEPOSIT PAYMENT IS DUE SIXTY (60) DAYS PRIOR TO FUNCTION DATE. PLEASE CONSULT OUR SALES OFFICE FOR THE AMOUNT REQUIRED FOR YOUR EVENT.

GUARANTEED ATTENDANCE: THE GUARANTEED NUMBER OF GUESTS ATTENDING YOUR FUNCTION ARE REQUIRED SEVEN (7) BUSINESS DAYS PRIOR TO YOUR EVENT. FOR WEDDINGS, CONFERENCE AND CHRISTMAS PARTIES, THESE NUMBERS ARE REQUIRED SEVEN (7) BUSINESS DAYS PRIOR TO FUNCTION DATE. THE REMAINING BALANCE IS DUE UPON COMPLETION OF THE EVENT. SHOULD NUMBERS DROP, CHATEAU LOUIS RESERVES THE RIGHT TO PROVIDE AN ALTERNATE FUNCTION SPACE.

METHOD OF PAYMENT: BILLING ARRANGEMENTS MUST BE CONFIRMED THROUGH OUR SALES AND ACCOUNTING DEPARTMENT AT THE TIME OF BOOKING. WE RESERVE THE RIGHT TO CHARGE INTEREST IN ALL OVERDUE ACCOUNTS AT THE CURRENT RATE.

SIGNED CONTRACT: ALL DETAILS INCLUDING MENU, BAR, SEATING SELECTIONS PLUS AUDIO VISUAL REQUIREMENT MUST BE COMPLETED AND RECEIVED ALONG WITH THE SIGNED COPY OF OUR CATERING BEO CONTRACT TO OUR SALES AND CATERING OFFICE THIRTY (30) DAYS PRIOR TO EVENT DATE IN ORDER TO ENSURE ALL AGREED UPON ARRANGEMENTS ARE AS STATED. WE CANNOT GUARANTEE CHANGES MADE AFTER THIS TIME. PLEASE NOTE, ANY CHANGES TO THE SET-UP ON THE DAY OF EVENT, WILL RESULT IN ADDITIONAL FEES.



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Cont.

SERVICE CHARGE/TAX: ALL FOOD AND BEVERAGE IS SUBJECT TO A 16% SERVICE CHARGE AND 5% GST SALES CHARGE.

SOCAN & RE:SOUND: THE SOCAN & RE:SOUND FEES ARE IMPLEMENTED BY THE GOVERNMENT TO COMPENSATE RECORDING ARTISTS AND RECORDING COMPANIES WHEN MUSIC IS PLAYED. SOCAN ENSURES SONGWRITERS, COMPOSERS, AND MUSIC PUBLISHERS CONTINUE TO OWN THE SONG. IT IS THEIR INTELLECTUAL PROPERTY. RE:SOUND ENSURES THE COMPANY STILL OWNS THE PHYSICAL RECORDING OF THE SONG. IT IS IMPORTANT TO NOTE SOCAN IS RESPONSIBLE FOR BOTH LIVE AND RECORDED MUSIC WHEREAS RE:SOUND COVERS SOLELY RECORDED MUSIC. THESE FEES WILL BE APPLIED TO FINAL INVOICES, PLEASE SEE OUR SALES CONSULTANTS FOR THE BREAKDOWN ON THESE RATES BASED ON ROOM CAPACITY.

SHIPPING/RECEIVING/STORAGE: ALL DELIVERIES SHOULD BE INDICATED TO THE ATTENTION OF: CHATEAU LOUIS CONFERENCE CENTRE, BANQUET MANAGER. BOXES MUST BE CLEARLY MARKED AND ADDRESSED PROPERLY WITH THE CONTACT NAME, FUNCTION NAME AND DATE WITH CONFERENCE ROOM FOR THE EVENT.

DÉCOR/DISPLAY MATERIALS: TO AVOID DAMAGES, WE DO NOT ALLOW TAPING, TACKING OR ATTACHMENT OF ANY MATERIALS TO THE WALLS, DOORS, OR CEILINGS WITHOUT PRIOR WRITTEN CONSENT FROM THE CONFERENCE CENTRE. SHOULD ANY DAMAGES RESULT, CLIENT WILL BE BILLED FOR ALL REPAIRS. ALL MATERIALS MUST BE FLAME PROOF, NO FLAMMABLE FLUIDS OR SUBSTANCES MAY BE USED. ALL CANDLES MUST BE IN GLASS CONTAINERS AND SURROUNDED BY WATER OR GEL.

WHEN USING VOTIVE OR TEA LIGHTS, THE CONTAINER MUST BE DOUBLE THE SIZE OF THE CANDLE USED. PLEASE DO NOT USE TAPE, NAILS OR THROW SILK FLOWER PETALS IN OR AROUND OUR GAZEBO/COURTYARD AREAS. ANY CLEAN UP FEES WILL BE APPLIED SHOULD POLICIES NOT BE FOLLOWED. ANY DECORATING REQUIRED OR REQUESTED BY THE CHATEAU LOUIS STAFF; ADDITIONAL FEES WILL BE CHARGED.

FOOD/BEVERAGE: THE CHATEAU LOUIS HOTEL WILL BE THE SOLE SUPPLIER OF ALL FOOD & BEVERAGE ITEMS REQUIRED DUE TO PROVINCIAL HEALTH AND REGULATIONS WITH THE EXCEPTION OF WEDDING CAKES ORDERED FROM CERTIFIED ESTABLISHMENTS. FAILURE TO COMPLY WILL RESULT IN ADDITIONAL CHARGES OF COMPARABLE ITEMS FROM THE CHATEAU LOUIS CATERING PACKAGE.



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Cont.

BAR/BARTENDER: A BARTENDER LABOR CHARGE PER HOUR FOR EACH BARTENDER REQUIRED (FOR A MINIMUM OF THREE (3) HOURS) WILL APPLY IF THE TOTAL BAR BILL IS LESS THAN EXPECTED MINIMUM REQUIREMENT OF \$350 IN LIQUOR SALES. BAR CLOSING AT 1:00 AM. ALL ALCOHOLIC BEVERAGES MUST BE IN ACCORDANCE WITH THE LAWS OF THE ALBERTA GAMING, LIQUOR & CANNABIS COMMISSION.

MINIMUM ROOM REQUIREMENTS BREAKDOWN

JANUARY- APRIL

GRAND BALLROOM: FRIDAY AND SUNDAY \$4,500.00, SATURDAY \$5,800.00
ST. MICHAEL ROOM: FRIDAY AND SUNDAY \$2,500.00, SATURDAY \$4,000.00

MAY- DECEMBER

GRAND BALLROOM: FRIDAY AND SUNDAY \$7,500.00, SATURDAY \$14,000.00
ST. MICHAEL ROOM: FRIDAY AND SUNDAY \$5,500.00, SATURDAY \$7,500.00

